

Term of Reference for supply and implementation of eKYC solution

Background

The BRAC BANK is one of the leading commercial banks in Bangladesh, provides services in the field of Corporate Banking, SME Banking, Treasury Operations, Trade and Finance, Scheduled Banking.

The banking market is reshaping by the shifts in the economic landscape, changing customer demand and the desire for new business models. Success in corporate banking is all about developing strong, mutually beneficial customer relationships which can grow into long term partnerships.

The banking industry is moving towards more digital footprint than the brick & mortar setup and also customers “digital Mid shift” demands an integrated banking approach from all channels.

BRAC BANK has been using a very high end solution for the technological platform and it has heterogeneous environment where different systems are integrated to create a single real time platform. To provide financial service at doorstep of the citizens in an easy, faster and low cost manner.

Purpose

The BRAC Bank is seeking proposals from qualified solution provider to implement a robust and integrated Electronic Know Your Customer (e-KYC) solution. The objective of the project is therefore very much about assurance of a successful delivery of eKYC solution. BRAC Bank will evaluate the proposals to determine which Applicant’s solution meets the organization's requirements.

High level Scope of Work

- ✓ Capture customer information, Thumb impression & Face
- ✓ Connect with Election Commission Data portal, match the captured data & impressions with NID database
- ✓ Consume EC provided API, fetch info from EC Database, convert Bengali info to English & auto fill up the eKYC Forms, etc.
- ✓ Should have Workflow, integrate with other solution for Sanction check (i.e., OFAC, UN Sanction etc. Dedup, Black list etc.)
- ✓ Maintain Audit Log, generate various Reports, Forms etc.
- ✓ Store all Biometric data for future subsequent transactions
- ✓ Consume API to integrate with Core Banking systems, etc.

Responsibility

The responsibilities of the solution provider will include the following but not limited to:

1. Provide advice on project management planning and processes, including governance structures;
2. Installation, customization, configuration and maintenance of the solution required mention in scope of work.
3. Parameterization, user acceptance testing, documentation, knowledge transfer and support.
4. Interfacing with other internal and external system to meetup all business functional requirements.
5. Providing all kind of functional and technical user manual and post implementation support during the contract period.

Proposal Requirements

1. Electronic copy of "Technical & Financial" Response will be submitted to email address tender@bracbank.com by addressing Procurement Committee Chairman and be clearly marked 'Quotation for eKYC Solution of BRAC Bank Limited'. Please note that email size should not exceed 10 MB. If require, you can break mail and send more than 1 mail.
2. **Please provide following enclosure along with proposal**
 - Customer base
 - Company annual report for last 3 years
 - Availability of Professional Qualifications of the team member
 - Financial Strength - Organizational Turnover, Asset (Fixed & Current) and Liabilities, Income Statement
 - Logistics/Infrastructure

Additional Requirements

1. Proposal validity for 90 days and recommended to mention offer price in BDT only.
2. Price must include TAX & VAT and any kind of charges thereof. Mode of Payment is to be mentioned in the offer.
3. Delivery lead-time and post live support time must be mentioned in offer.
4. Manipulation or any kind of unusual approach or failure to submit the proposal/offer within stipulated time frame will be treated as "Disqualification" to attend in the bidding.
5. If the bidder is an authorized supplier of the said solutions, they will need provide the necessary document of authorization from principal owner.
6. Short listed vendor must have to ensure system availability (onsite or online) with support resource(s) in order to test/check system by project team. In this regard, vendor will be communicated separately with specific date-time slot. Bank will conduct POC only with short listed vendors before giving final work order. This is mandatory for the vendors who are willing to participate in the bidding.
7. Only shortlisted supplier/ vendors will be called based to TOR evaluations & other criteria's to participant RFP. BRAC Bank reserve the rights to reject/ cancel the proposal without showing any reason to supplier/ vendors at Bank's own discretions.

Time Constant

Deliverable	Deadline
Submission of query regarding functional & technical requirement to the email address: mdnazmul.ahsan@bracbank.com	25 th April, 2020
Submission of Response	30 th April, 2020

DISCLAIMER

"The information in this Request for Information ("RFI" or "Tender documentation") provided to Bidders whether verbally or in documentary form by or on behalf of BRAC Bank (Bank), is provided to the Bidders on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided.

This is neither an agreement nor an offer and is only an invitation by Bank to the interested parties for submission of bids. The purpose of this is to provide the bidders with information to assist the formulation of their proposals. This does not claim to contain all the information each bidder may require. Each bidder should conduct its own investigations and analysis and check the accuracy, reliability and completeness of the information in this document and where necessary obtain independent advice.

Subject to any law to the contrary, and to the maximum extent permitted by Bangladesh law, Bank and its directors, officers, or employees disclaim all liability from any loss, claim, expense (including, without limitation, any legal fees, costs, charges, demands, actions, liabilities expenses or disbursements incurred therein or incidental thereto) or damage (whether foreseeable or not) ("Losses") suffered by any person acting on or refraining from acting because of any presumptions or information (whether oral or written and whether express or implied), including forecasts, statements, estimates, or projections contained in this document or conduct ancillary to it whether or not the losses arise in connection with any ignorance, negligence, inattention, casualness, disregard, omission, default, lack of care, immature information, falsification or misrepresentation on the part of Bank or any of its directors, officers, or employees.

Bank may in its absolute discretion update, amend or supplement the information in this document.

Some notes for convenience:

- This is only for information.
- You are requested to communicate only through office e-mail and no other communication is requested for this RFI.
- For technical issues, Please communicate with below concerned:

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